Montana Historical Society

Agency IT Plan

FOR FY2010-2015 IT PLAN UPDATE

Should you have any questions or comments regarding this template, or desire additional copies, please contact:

Warren Dupuis
CIO Support Officer
Telephone: 406-444-0415
E-mail: wdupuis@mt.gov
Website: *http:/www.mt.gov/itsd/stratplan/statewideplan.asp*

INFORMATION TECHNOLOGY SERVICES DIVISION

Dick Clark, CIO

Warren Dupuis, CIO Support Officer

January 7, 2010

TABLE OF CONTENTS

This page intentionally blank.

EXECUTIVE SUMMARY

Montana Historical Society is a public service oriented entity providing accessibility to historical collections and information of Montana's past. Information technology is crucial for providing such service and meeting the goals and initiatives outlined in the Agency plan. Given the Society's intense involvement with affiliated Montana museum, historical society, historical preservation, library, and archive programs, our opportunities for continued, successful collaboration in IT applications are excellent.

To accomplish the requirements of the Historical Society's mission to provide exceptional customer service and for improving the preservation of Montana's history, we have developed an information technology plan to:

- Heighten IT security and employee awareness;
- Establish training for staff;
- Secure funding for specialized software;
- Provide enhanced electronic services and digital content availability;
- Provide an improved and secure web experience to the public;
- Implement e-commerce for secure online transactions.

The agency plan is intended to follow closely with the direction of the State of Montana Information Technology Strategic Plan. All aspects of the Society's IT Plan are also intended to recognize the needs of the society's user base and public customer. MHS intends to work vigorously with ITSD and Montana Interactive to place obvious transactions into e-commerce. The museum store, membership, subscriptions and requests for Society research assistance through e-commerce are the first obvious applications. MHS also anticipates subsequent applications for purchase of photographs and art transparencies, paying for reproductions of library materials, or any other fee for service that the Society offers. The Society has obtained legislative funding of 7.5 million dollars towards relocation and is enthusiastic about the future prospect of improved facilities and a more state-of-the-art IT infrastructure.

SECTION 1: AGENCY CONTACT INFORMATION

Agency Name: Montana Historical Society

Role: Plan Owner

Name:	Denise King
Telephone Number:	406-444-4699
EMail Address:	dking@mt.gov

Role: IT Contact

Name:	Chris Carson
Telephone Number:	406-444-0245
EMail Address:	CCarson@mt.gov

Role: IT Contact (Alternate)

Name:	Elizabeth Bergstrom
Telephone Number:	406-444-0702
EMail Address:	Ebergstrom2@mt.gov

SECTION 2: AGENCY IT MISSION

2.2 Agency IT Mission Statement

The Montana Historical Society IT mission is dedicated to providing the highest quality of support and service to Society staff, volunteers and customers by managing and using IT resources effectively and developing IT resources in an organized, deliberative and cost effective manner.

SECTION 3: AGENCY SECURITY PROGRAM

3.1 Security Program

The Montana Historical Society, (MHS) will continue to improve upon its security program for its employees and volunteers; the program will include the following topics:

- network security,
- policies and procedures,
- login IDs and passwords requirements,
- viruses, hoaxes, and chain letters,
- acceptable use of the State's e-mail system, and
- acceptable Internet usage.

The Society understands the need to educate its employees and volunteers in all aspects of IT security. To achieve a more elevated awareness, the program will also include periodically distributed literature in either electronic or printed form with selected information covering user responsibility and security topics. Additional steps within the program will include a structured computer disposal and recycling policy commensurate with the requirements outlined in State Policy ENT-SEC-141.

Physical Access: MHS computer systems, other than personal desktop computers, are confined to the MHS data center on the 3rd floor of the Montana Historical Society building. When IT staff is not present in the Center the area is secured.

Remote Access: As allowed by the Remote Access for Employees and Contractors standard, remote access is granted on a limited, case-by-case basis to employees and approved contractors or partners for the benefit of the State of Montana and not for personal benefit or use. Approval for remote access must be granted in writing by the agency Security Officer. Remote access to state computer resources by unauthorized users is considered a security violation. Remote access users are obligated to abide by all computing policies of the state and MHS.

User Rights: MHS understands that users should only have the minimal rights necessary to perform their job duties, and that the number of users with standard user accounts, local admin accounts, and network admin accounts must be reported. MHS has begun to limit the number of users who have local administrator rights.

Virus Protection: MHS complies with all related directives from ITSD regarding security updates and patches. MHS utilizes the State of Montana standard NOD32 virus protection for all workstations and servers. Additionally, MHS adheres to a monthly scheduled maintenance plan to ensure that all services are in compliance with security updates.

Web Servers: MHS understands that, following a recent ITSD reorganization, responsibility for ENT-SEC-012 Internet/Intranet Security has been transferred to the agencies. Therefore, MHS performs standard security checks on Web Servers before they are made accessible to the public. MHS also reviews and complies as necessary with all requests for additional information and directives from ITSD regarding security notices and patches.

Breaches: Security breaches, or suspicion of security breaches, will be reported to the ITSD by the MHS Security Officer. Should a breach occur, MHS IT staff have been instructed to remove the breached system from the state network and await further instructions from ITSD.

SECTION 4: AGENCY IT PLAN – GOALS & OBJECTIVES

4.1 Goals

Goal Number 1:

ITG 1   INTEGRATED AGENCY IT PLATFORM

Describe the business requirements or business problem driving this objective.

This ongoing goal integrates the current IT Platform with MHS programs and service needs to create centralized, efficient, and appropriate deployment of information technology solutions within the scope of MHS strategic plan and personnel and financial resources.

Describe the benefits to be derived from the successful completion of this objective.

MHS staff benefit by having the resources needed to perform without overextending limited personnel and financial resources. MHS partners and patrons benefit by having reliable access to high quality content and services. Montana taxpayers benefit through tax savings associated with appropriate use of IT in government.

Describe the anticipated risks associated with this objective. (e.g., risks associated with inaction or not completing this objective; risks associated with completing this objective).

Inability to conduct adequate business functions in a cohesive and organized manner between Society programs, other state agencies, and the public.

What is the timeframe for completion of this objective? Ongoing

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed?

Developed IT resources will be organized, deliberative and cost effective; Improved government services; Ability to provide educational opportunities.

Supporting Objective/Action

ITO 1-1   Proactive management of hardware and software assets.

Describe the business requirements or business problem driving this objective.

Proactive management of hardware and software assets is essential to assure continuity of services provided to MHS employees, patrons and partners.

Describe the benefits to be derived from the successful completion of this objective.

Proactive management of hardware and software assets ensures that MHS staff has a stable desktop computing environment as well as a stable, secure data center. MHS partners and patrons benefit by having reliable access to high quality content and services provided through stable information systems. Montana taxpayers benefit through tax savings associated with appropriate management of hardware and software assets.

 Describe the anticipated risks associated with this objective. (e.g., risks associated with inaction or not completing this objective; risks associated with completing this objective).

Reduced financial resources means that MHS might not have the financial resources necessary to keep up with replacement cycles, maintenance plans, or warranties. Some patron services may be compromised if systems warranties lapse.

What is the timeframe for completion of this objective? Ongoing

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed?
- MHS staff maintain current documentation on all systems and applications;
- MHS staff maintain and review back-up routines monthly;
- MHS staff develop, maintain and test fail-over systems for critical information systems;
- MHS ensures that all business critical hardware and software assets are protected by maintenance plans and warranties;
- MHS replaces hardware on a four-year cycle and software as needed and as budget allows;
- MHS maintains software license compliance across all MHS platforms.

Supporting Objective/Action

ITO1-2   IT Security

Describe the business requirements or business problem driving this objective.

Develop IT resources in an organized, deliberative and cost effective manner; protect individual privacy and the privacy of information contained within IT systems; provide educational opportunities.

Describe the benefits to be derived from the successful completion of this objective.

Creates a secured IT environment for all database and confidential information; will heighten employee and volunteer awareness of IT security, policies and procedures which will create a more secure computing environment within the Society and statewide.

Describe the anticipated risks associated with this objective. (e.g., risks associated with inaction or not completing this objective; risks associated with completing this objective).

A more vulnerable work environment with increased susceptibility to a breach of confidential information.

What is the timeframe for completion of this objective? Ongoing

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed?

Implementation of a Society-wide security program through new employee orientation and continued distribution of literature, both electronic and printed form, as it relates to IT security policies and procedures.

Supporting Objective/Action

ITO1-4   Staff training

Describe the business requirements or business problem driving this objective.

MHS must increase efficiencies through creative opportunities for collaboration and cross-training among internal colleagues as well as with MHS partners. ITSD training will improve government services and provide educational opportunities for staff.

Describe the benefits to be derived from the successful completion of this objective

Established training schedule to allow employees to receive adequate training for IT programs and software, as well as other training needs within the Society. MHS benefits from backup support for critical functions and from efficiencies gained utilizing ITSD staff. MHS patrons benefit by having reliable access to MHS programs and services that is not impacted by insufficient IT support.

Describe the anticipated risks associated with this objective. (e.g., risks associated with inaction or not completing this objective; risks associated with completing this objective).

With today's increase in technology requirements, risk of the inability to process information timely and accurately is high. Failed customer service is certain. Current organizational funding model inhibits training for staff.

What is the timeframe for completion of this objective? Ongoing

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed?

1) IT staff complete a minimum of one training course and/or attend at least one professional conference that supports MHS programs and services annually;
2) Staff report a benefit from increased opportunities for collaboration among IT personnel;
3) Staff and patrons report benefit from improved responsiveness to IT service requests.

Goal Number 2:

Supporting Objective/Action

**ITG 2   ELECTRONIC SERVICES AND DIGITAL CONTENT ACCESS
                                       AVAILABILITY**

Describe the business requirements or business problem driving this objective.

Improve customer service and staff efficiency by making Society services and information available electronically, enhancing both onsite visitor education and research experiences and opportunities and distance experiences and opportunities.

Describe the benefits to be derived from the successful completion of this objective.

Greatly improved accessibility to agency archives, artifacts, and publications.

Beneficiaries: External education organizations, researchers and the general public.

Describe the anticipated risks associated with this objective. (e.g., risks associated with inaction or not completing this objective; risks associated with completing this objective).

Inability to provide internal and external access to collections and related information digitally, as well as, a

decrease in customer services.

What is the timeframe for completion of this objective? Ongoing

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed?

Create quality jobs and a favorable business climate; develop IT resources in an organized, deliberative and cost effective manner; improved government services; provide educational opportunities

Supporting Objective/Action

ITO 2-1   Access to Research Center and Museum Catalogs

Describe the business requirements or business problem driving this objective.

Accurate and complete inventory of collections, for internal control as well as public access.

Describe the benefits to be derived from the successful completion of this objective.

Increased and improved public access to collections, improved internal collection management.

Describe the anticipated risks associated with this objective. (e.g., risks associated with inaction or not completing this objective; risks associated with completing this objective).

Inability to properly manage collections and decreased or no public access to collections.

What is the timeframe for completion of this objective?

This is an ongoing project; as new collections are received they must be added to the catalogs.   Minimally, will add all newly received collections to the catalog within 6 months of receipt. Backlog items to be completely added within the next 7 years, as funding allows.

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed?

All backlog items are searchable within the catalog and newly acquired items are added within 3 months of receipt.

Supporting Objective/Action

ITO 2-2   Antiquities Database

Describe the business requirements or business problem driving this objective.

The State Historic Preservation Office (SHPO) is tasked with maintaining a statewide inventory of heritage properties per MCA **22-3-423**.

Describe the benefits to be derived from the successful completion of this objective.

The Antiquities Database is utilized by SHPO to make determinations for state and federal agencies on any effects to heritage properties located in the State.

Describe the anticipated risks associated with this objective. (e.g., risks associated with inaction or not completing this objective; risks associated with completing this objective).

Without the antiquities database SHPO would be severely limited in response to state and federal agencies when being consulted on the National Historic Preservation Act, The Montana State Antiquities Act, and The Montana Environmental Policy Act.

What is the timeframe for completion of this objective?   Ongoing

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed?

This is an ongoing project that will be continually updated. This database allows us greater protection of preservation resources with continued maintenance and improvements.

Supporting Objective/Action

ITO 2-3   E-Commerce

Describe the business requirements or business problem driving this objective.

Supports/Implements State IT Goal: Improve government services.

Describe the benefits to be derived from the successful completion of this objective.

Secured server/e-commerce applications for relevant Society transactions; greater efficiency; improved service to customers, and increased productivity; allows broader access to collections, merchandise, archives and related information.

Describe the anticipated risks associated with this objective. (e.g., risks associated with inaction or not completing this objective; risks associated with completing this objective).

Decrease in customer service.

What is the timeframe for completion of this objective?   FY 2012

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed?

 Enhanced on-line capabilities

Supporting Objective/Action

ITO 2-4   Electronic Access to Montana Magazine of Western History

Describe the business requirements or business problem driving this objective.

Publishing is now in the digital age, and the technology exists to allow much wider circulation of printed material, especially among outside core audiences. Completion of the project would increase sales of the printed version of the magazine as well as MHS Press books because these products will have increased presence among readers.

Describe the benefits to be derived from the successful completion of this objective.

Having the entire sixty-year run of Montana The Magazine of Western History freely available as text-searchable PDF would increase accessibility and make it available to a world-wide audience. These goals lie at the heart of the Montana Historical Society's mission as a public agency. Search ability across publications and time periods allows users to find exactly the information they are looking for and to quickly access it.

Describe the anticipated risks associated with this objective. (e.g., risks associated with inaction or not completing this objective; risks associated with completing this objective).

This project should be undertaken as funding allows. Although completion of the project would increase sales of the printed version of the magazine, since digital accessibility increases visibility, there are no particular risks involved in regard to the project's timeframe.

What is the timeframe for completion of this objective?

The project would be started as soon as funding is available. It would take six months to a year to scan hard copies and format them for on-line posting.

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed?

The magazine's print run would be available for public use and search functions would work flawlessly. The MHS website and other library databases would be updated to direct patrons to the magazine PDFs.

SECTION 5: IT INITIATIVES (FY2010-2015)

5.1 Initiatives

Initiative Number: **1**

Title: **Computer Replacement**

Description: **Four-year replacement plan for agency computers**

EPP Number (if applicable): Pending

Initiative Type: **PL**

Initiative Number: 2

Title: **Point of Sales System**

Description: **Point of Sales System integrated with Membership Database**

EPP Number (if applicable): Pending

Initiative Type: Researching different funding mechanisms

SECTION 6: ENTERPRISE ALIGNMENT

6.1 State Strategic Plan for IT Alignment

Please indicate which Communities of Interest your agency plans to be involved in. Agencies are asked to select at least one, but can select as many as needed. Further planning work by the communities of interest will take place following submission of agency IT plans.

- ☑ Government Services
- ☐ Public Safety
- ☑ Human Resources
- ☑ Environmental
- ☑ Education
- ☐ Economic
- ☑ Cultural Affairs
- ☑ Finance

SECTION 7: EXPENDITURES

7.1 Planned Agency IT Expenditures

Expense Category	FY2010		FY2011		FY2012		FY2013		FY2014		FY2015
Personal Services											
Operating Expenses	**19200**		19,200		19,200		19,200		19,200		19,200
Initiatives											
Other expenditures			76,079		9000		9000		9000		9,000
Totals	19,200		95,279		29,200		29,200		29,200		29,200

SECTION 8: ENTERPRISE IT INVENTORY

8.1 Inventory Update

Has the Agency updated their IT Inventory Database as outlined in Section 8 of the instructions? __Yes_____

Date that Agency last updated their IT Inventory: __Scheduled to be completed by May 30, 2010

SECTION 9: ADDITIONAL INFORMATION - OPTIONAL

Other types of information that support the agency's IT Plan.   Some examples might include other COI participation, reference to other IT plans such as GIS plan, eGovernment plan, security plan, staffing issues and constraints, etc.